



City of Nashua

Central Purchasing
229 Main Street
Nashua NH 03060
603-589-3330 Fax: 603-589-3344

April 20, 2012

Request for Proposals

Parking Pay Station System RFP0168-052412

The City of Nashua is soliciting proposals (RFP's) from qualified vendors, experienced in providing, installing, and maintaining parking pay station system as well as training of both operational and enforcement personnel including maintenance and service support. The City proposes to engage the vendor for the following services: identify high-priority locations for the installation of parking pay stations delivered and installed in the locations identified by the proposer and agreed upon by the City, in accordance with agreed-upon performance standards, up to three (3) years following contract signing, with a potential of up to 100 parking pay stations over the term of the extended contract. See Attachment A for City of Nashua downtown parking map.

The successful vendor will be expected to enter into a not-to-exceed Product and Services Contract with the City.

INSTRUCTIONS TO VENDORS:

All proposals must be submitted with **one (1) original, two (2) duplicate copies** of the same pages and **two (2) electronic copies**, on CD-ROM, (electronically submitted documents must be in PDF format) in a sealed envelope(s) or package(s) clearly marked "**Proposal for Parking Pay Station System**". **The paper version marked ORIGINAL shall be the governing version** should there be a difference between it and any other version, paper or electronic.

Complete specifications and related documentation are available on our web site, www.nashuanh.gov under Citizen Favorites, Current Bid Opportunities, and document **RFP0168-052412**. Results will be posted on the web site, under Bid Results, within twenty-four (24) hours of opening.

Proposals must be submitted, as outlined in the preceding paragraph, no later than **3:00 pm, Thursday, May 24, 2012** c/o Central Purchasing, Lower Level, City Hall, 229 Main Street, Nashua, NH 03060, in sealed envelopes/packages clearly marked "**Proposal for Parking Pay Station System**".

Delivery of the Proposals shall be at the Vendor's expense. The time of receipt shall be considered when a Proposal has been officially documented by the Department, in accordance with its established policies, as having been received at the location designated above. The City of Nashua accepts no responsibility for mislabeled mail. Any and all damage that may occur due to shipping shall be the Vendor's responsibility.

There will be a **mandatory pre-bid meeting**, at Elm Street Parking Garage Office, 14 Elm Street, Nashua NH, on **Thursday, May 3, 2012 at 3:00 pm**. You or your representative(s) are **required** to attend this meeting if you intend to submit a proposal .The meeting is an opportunity for the City to overview the project and objectives, and participants to request additional information directly from City of Nashua staff managing or participating in this project.

The City of Nashua may reject any or all of the bids on any basis and without disclosure of a reason. The failure to make such a disclosure shall not result in accrual of any right, claim or cause of action by any unsuccessful bidder against the City of Nashua.

Certificates of Insurance must be filed by the successful bidder with the City of Nashua Risk Management Department according to **ARTICLE 4 – INSURANCE AND INDEMNIFICATION** of the Standard Form of Agreement provided in conjunction with this RFP.

Each Bid shall be accompanied by a Bid Security in the amount of 5% of the Total Bid Price. Please include the bid bond in a separate sealed envelope but enclosed with your proposal.

A sample of the City's contract is attached. Final terms and conditions will be negotiated between the City and the selected finalist prior to the time of award.

The following is the solicitation schedule for this procurement:

	Date	Time
Mandatory Pre-bid Meeting	Thursday, May 03, 2012	3:00 PM Elm Street Garage Office
Deadline for Questions to be submitted in writing *	Tuesday, May 08, 2012	12:00 pm
Answers/clarifications posted	Thursday, May 10, 2012	4:00 pm
Bid Due	Thursday, May 24, 2012	3:00 pm Purchasing Department
Award Date	TBD	TBD

*All inquiries concerning this RFP including, but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be **submitted in writing**, citing the RFP title, RFP number, Page, Section, and Paragraph and submitted to the following RFP Solicitation Coordinator:

Mark A. Sousa
Manager, Transportation and Parking
14 Elm St.
Transit Hub building between City Hall and the parking garage
Nashua, New Hampshire 03060
Email: sousam@NashuaNH.gov

Vendors are encouraged to submit questions via email; however, the City assumes no liability for assuring accurate/complete email transmission/receipt and is not responsible to acknowledge receipt. **Inquiries** must be received by the City's RFP Solicitation Coordinator (see above) **no later than Tuesday, May 8, 2012 at 12:00 PM**. Inquiries received later than this date shall not be considered properly submitted.

The City of Nashua will consider all timely-received questions and requests for change and, if reasonable and appropriate, will issue an addendum to clarify or modify this RFP. Answers to vendor submitted questions and other addenda will be posted under document **RFP0168-052412** on the City of Nashua website; www.nashuanh.gov under Citizen Favorites, Current Bid Opportunities no later than **Thursday, May 10, 2012**.

The City of Nashua may reject any or all of the bids on any basis and without disclosure of a reason. The failure to make such a disclosure shall not result in accrual of any right, claim or cause of action by any unsuccessful bidder against the City of Nashua. The City reserves the right to waive any irregularities when the public interest will be served thereby. The City also reserves the right to negotiate any change or amendment in any bid without soliciting further bids if the action is necessary for the best interest of the City.

The City of Nashua reserves the right to revise the scope & deliverables of the requested services at its sole discretion prior to awarding any contract. In such a case these revisions shall be negotiated between the City and the contractor to reconcile any changes on pricing and performance. Changes after awarding a contract shall be governed by the terms of that agreement.

The City of Nashua assumes no liability for the payment of costs and expenses incurred by any bidder in responding to this request for proposals. All proposals become the sole property of the City of Nashua. This request for proposals is not a contract and alone shall not be interpreted as such but rather serves as an instrument through which proposals are solicited.

All proposals are binding for ninety days (90) following the deadline for submission of proposals, or until the effective date of any resulting contract, whichever is later.

The City reserves the right to request one or more finalists to make an on-site presentation of their proposal and to answer questions regarding their proposal and qualifications to City of Nashua staff and other designated project team members.

Cost of bond premiums to be included in the Lump Sum Bid Proposal

The City is exempt of all taxes. All vendors must comply with all applicable Equal Employment Opportunity laws and regulations.

Pursuant to NRO 5-78 (F), the Purchasing Manager shall not solicit a bid from a contractor who is in default on the payment of taxes, licenses or other monies due the city. Therefore, this bid request is void as to anyone who is in default on said payments.

Respectfully,



Jim Cassidy
Purchasing Agent
City of Nashua
cassidyj@nashuanh.gov

RFP0168-052412
Parking Pay Station System

1. PROJECT DESCRIPTION

The City of Nashua is soliciting proposals (RFP's) from qualified vendors, experienced in providing, installing, and maintaining parking pay station system as well as training of both operational and enforcement personnel including maintenance and service support. The City proposes to engage the vendor for the following services: identify high-priority locations for the installation of parking pay stations delivered and installed in the locations identified by the proposer and agreed upon by the City, in accordance with agreed-upon performance standards, up to (3) years following contract signing, with a potential of up to 100 parking pay stations over the term of the extended contract. Currently, the City has nearly 950 metered spaces installed in both on-street and off-street locations. See Attachment A for City of Nashua downtown parking map.

The successful vendor will be expected to enter into a Product and Services Contract with the City.

2. OBJECTIVES

The system must plan for and address the unique risks and objectives stated below for all municipal lots, garages, and on-street locations.

Objectives: The proposed parking pay station system should be designed to meet the management objectives listed below:

1. Parking pay station system must have the ability to record and store all transactions with a time stamp for all parking spaces and provide customer receipt.
2. Parking pay station system must be durable, reliable, and consumer-friendly.
3. Parking pay station system in garages must be clearly visible to our security camera and include a minimum of a 15 foot radius around machine.
4. Parking pay station system and all components must be resistant to vandalism, accidental damage, or intentional disabling.
5. Parking pay station system, which includes equipment, cabling, installation components, must be suited to environmental conditions of the Northern New England facility in the elements 24 hours a day, 365 days a year.
6. Parking pay station system and components must be reliable and industry standard from a major manufacturer to permit ongoing maintenance, repair, and system expansion.
7. Parking pay station system must be easy to use and maintain, specifically for non-technical personnel.
8. Parking pay station system must have a web-accessible operations and administration interface.

Note: Bidder is requested to include an *option* to link the City of Nashua's existing handheld devices to the new parking pay station system or to design the solution to provide new handheld devices or other type of solution that will enable enforcement and administration to query the status of a parking area to indicate utilization of any and all parking pay station

location activities. The details and costs related to this option must be clearly identified and separated in bidder's proposal.

3. SITE SPECIFICS

Design of the parking pay station system will be at the professional judgment of the contractor based upon the objectives and system design site specifics in this RFP and should be discovered by bidder upon observation and design. Types of parking pay station system and other equipment are not specified but should be adequate to provide the parking pay stations system described. It is the bidders' responsibility through site inspection and through pre-bid meetings to determine the location and disposition of the parking pay station system and equipment. It is also the bidders' responsibility to determine if existing lighting is adequate for proposed parking pay station system and, if not, to offer the City options to relocate equipment or enhance lighting as appropriate.

Parking pay stations must utilize solar power as primary source of power at each location and this must be outlined in the bidder's final proposal, where such inclusion does not significantly degrade the performance or quality of the new system. Bidders are also urged to utilize existing wiring, chases, conduits, and boxes as feasible to reduce expense to the City and expedite system completion.

4. SYSTEM REQUIREMENTS

Proposals must address all requirements listed, however this list should not be considered exhaustive and additional requirements will be identified through discussion with the City and bidder's due diligence prior to proposal. Any failures or exceptions taken to any part of the RFP should be clearly identified in the proposal, and may, under some conditions constitute grounds for rejection of proposal.

General Requirements:

1. Bids to include complete labor and materials for installation.
2. Bids must include specific details and model numbers on equipment being offered. Bidders may be asked to provide technical specifications and documentation as part of the City's proposal evaluation process.
3. Bids must clearly identify what components of the proposed system City of Nashua is required to provide (lighting, electrical, telephone, network connection, staff to manage, monitor, etc.).
4. All work shall be done in accordance with all applicable local, state and federal building codes and any other applicable laws, regulations or policies.
5. Selected bidder will be responsible for acquiring all necessary permits.

Parking Pay Station System:

After the system is installed, the parking pay station system shall require no human intervention except for periodic testing, maintenance and periodic collections. Each parking pay station shall have the ability to accept transactions for all downtown parking spaces.

Troubleshooting and Maintenance - The parking pay stations system shall have the ability to allow remote access programming (time, date, locations ID, number of parking spaces, price, time limit, etc.) and system diagnostics. Built-in software shall perform full and continuous system diagnostics and shall be capable of reporting failures of the components within parking pay station system.

Power - The parking pay stations shall operate on solar power and all machines must have a battery back-up. The battery shall have a sufficient operational lifetime before a battery change is required. Solar power is required for all parking pay stations unless location has insufficient solar power capability. Dates are to be pre-programmed to at least the year 2025, and shall take into account all leap years and daylight savings time changes automatically without external intervention.

Log File - The parking pay stations shall maintain log files of its audit reconciliation and troubleshooting actions. This information includes the time and date of the transaction and includes: events, transactions, errors, and corrective action taken, and other diagnostics accessible remotely and centralized.

Technical Requirements – Products Specifications:

- 1.) Proposals for pay stations shall include these product specifications, in the order given:
 1. Each Parking Pay Station shall have the ability to control up to one thousand (1000) parking spaces.
 2. Housing. Proposal shall include specifications including materials, thickness, and safety design elements.
 - a. Surface must be powder-coated for graffiti- and weather-resistance in color specified by the City.
 - b. Locks shall be high security anti-drill protection and must have different combinations for maintenance and collection vault access doors.
 - c. Electronic locks for vault doors are preferred but not required. Non-electronic lock type must be specified for City approval.
 - d. Doors must be vandal resistant with internal or recessed hinges.
 - e. All apertures shall be designed and/or shielded to discourage vandalism and insertion of foreign materials.
 - f. Coin and card aperture locations must meet ADA requirements.
 3. Coin Validator
 - a. Must contain an automatic shutter, which opens for coin insertion, but not for:
 - i. non-metal objects
 - ii. foreign coins and slugs (can be rejected through coin return)

- b. Must accept a minimum of 4 different user-defined coins through software parameter change only.
 - c. If coin slot is inoperable, station must still be able to accept card payment.
- 4. Card Reader
 - a. Shall be dual magnetic stripe and Smart Card reader capable of reading magnetic stripe and smart memory and microprocessor cards.
 - b. If card slot is inoperable, the machine must still accept coin payment.
- 5. Power Supply – Should support both AC and DC power options
 - a. Shall include commercially available rechargeable battery.
 - b. Shall include a solar panel for recharge of internal battery.
 - c. Shall include a separate easily replaceable backup battery to sustain clock, calendar, audit information, and RAM in the event of a main backup system failure or during battery replacement.
 - d. Lithium batteries are not preferred.
 - e. Shall have ability to show balanced power supply and demand between the solar panel and major components, specifying the amps of supply and demand.
- 6. Display
 - a. Shall be backlit and protected by windows of Lexan or equivalent material.
 - b. Shall be capable of displaying different fonts, sizes and styles of characters simultaneously.
 - c. Shall have minimum capacity of 32 characters (at least 2 lines of 16 characters).
 - d. Shall have capability to display messages supplied and downloaded from back office software.
 - e. Shall display various operating status messages to users and maintenance personnel.
 - f. Shall display customer transaction information.
 - g. On-screen displays will be in English and have the capability to select different languages.
- 7. Coin Canister
 - a. Collection shall be performed via a portable cash box system.
 - b. Shall have a handle and be equipped with self-locking mechanism.
 - c. Shall have ability to be sealed with external seal.
 - d. Shall have a security locked keyed system separate from the unit's other compartments.
 - e. Shall include a visible reset indicator to show readiness for reuse.
 - f. The unit will provide a collection transaction report via wireless two-way and retain audit information.
 - g. Shall provide two canisters per machine.
 - h. Shall hold a minimum of \$400 in quarters.

8. Printer

- a. Shall be thermal impression injection type where receipt is printed internally and ejected to customer.
- b. Shall be equipped or work in conjunction with self-sharpening cutter blade.
- c. Shall have the ability to receive paper in both roll and box form.
- d. Shall be capable of printing in different fonts, colors, and sizes at a minimum include:
 - i. Unique receipt number
 - ii. Transaction date (MM/DD/YYYY) and time (HH:MM PM/AM)
 - iii. Expiration time and date
 - iv. Amount paid
 - v. Machine number
 - vi. Zone title and color
- e. Receipt design shall be remotely programmable.
- f. Shall be easily removable for maintenance.

9. Communications.

- a. Pay station shall use WIFI as primary communications (Mesh network desired).
- b. Pay station shall be designed to initiate communication to service.
 - i. Real time for alarms and card authorization and settlement.
 - ii. Specific timing for uploading files, status indicators, and downloading programming updated and messages.
- c. Proposal shall describe the ability to future wireless communication methods (E.g. Edge, UTMS).

10. Electronic components.

- a. System shall consist of plug-and-play for major components, allowing for removal and replacement without the use of tools.
- b. All circuit boards and components shall be electronically sealed, highly water resistant, and operate in conditions of over 90% humidity and to temperatures of 20 degrees below zero.
- c. Proposal shall describe how components are protected extreme Northern New England environmental conditions such as moisture, etc.
- d. Spare parts: Establish recommended supply to support installed base to be maintained at the City's meter shop and include complete parts list with the following information:
 - i. List prices (new and reconditioned) with trade-in value.
 - ii. Expected life in service of major components.
 - iii. Conditions for wholesale replacement of parts with a noticeably high failure rate.
 - iv. Proposal shall describe delivery of additional parts to support maintenance levels.

- e. Backup to support extraordinary occurrences, including delivery turnaround for additional parts, including supply sources and time.

11. Electronic memory. Proposal shall describe memory type and function including capacity and limitations.

2.)

1. Pay Station Operations. Pay stations should blend esthetically and include some operational characteristics similar to current installed base.

a. Color and Appearance

- i. Dimensions of pedestal shall not exceed 20 inches (50 mm) on each side.
- ii. Unit should come equipped with all necessary items to complete the installation free standing with its own pedestal.
- iii. Proposal shall include installation drawings and specifications.
- iv. Unit color shall be as specified by the City of Nashua.

b. Installation. The City of Nashua prefers vendor to install the pay stations by placing anchors in specified locations identified by the proposer and agreed upon by the City.

- i. Vendor installs base per factory specifications.
- ii. Proposal shall include installation drawings and specifications.
- iii. Vendor delivers fully prepared pay station and City of Nashua takes possession of the unit when it is installed and tested.

c. Functionality.

- i. Card reader shall have the capability of accepting a unique Nashua Parking Card.
- ii. Card reader shall include a "MAX" button for card purchase that allows customers to purchase full time limit.
- iii. Max button, card increment button, and coin purchase shall be programmed to prevent customer payment for parking time outside of hours of operation including customer overpayment near the end of hours of operation.
- iv. Unit shall have the ability to accept and execute remote programming for holiday and event shutdowns.
- v. When card reader or coin slot is disabled, it is desired for unit to display customer message "Use Coins Only" or "Use Card Only".
- vi. Vendor shall include the future option of adding bill acceptors
- vii. Vendor shall include compatibility of future mobile payment device methods

d. Online approval and settlement of bank card transactions.

- i. Transaction file shall comply with City of Nashua payment gateway configurations.

- ii. Transaction message shall be designed to inform customer of authorization status and decision.
 - iii. Proposal shall include a flow chart or structured and sequential transaction information list from pay station to City of Nashua's payment gateways.
 - iv. Proposal shall include description of transactions queuing when wireless services/servers are unavailable.
- e. Data Security.
 - i. Encryption: All data leaving pay stations shall be encrypted to a minimum of 128-bit encryption protocol, with the ability to upgrade as the City of Nashua deems necessary.
 - ii. Memory Preservation: Data regarding alarms and card reader shall be retained at least until confirmation of receipt and validation as error free by server.
 - iii. Proposal shall include required PCI and PABC compliance.

Technical Requirements – Services Specifications:

Proposals for pay stations shall include these services specifications, in the order given:

1. Back Office Operations:

- a. Electronic data files: The proposal response shall describe the nature and content of data files transmitted to and from the pay station.
 - i. Shall include file type, size, function and default configuration.
 - ii. Shall discuss limitations in regards to storage and transfer of data. Proposal shall include a discussion of the model for managing the transfer and storage of file data. Discussion must include impacts, status/condition, or limitations of files when there are lengthy interruptions in wireless services.

2. Software:

- a. Software shall be locally hosted (PC-based) or web-based in American English version.
- b. Preference for software that provides City of Nashua with ability to design hours and receipt changes and message, and then remotely send changes to one or more pay station units.
- c. Proposal shall include a discussion of management software function, hosting site for operations, and flexibility for City of Nashua staff operations/control.
- d. Software shall provide ability to divide system into defined multiple parking management areas for creation of common templates for ease of configuration and processes.
- e. Software shall support reporting of cash box status and revenue collection reporting, alarm status and operation status listing, file transfer information/reporting.
- f. Software must support exporting financial and activity data to spreadsheet software and external databases (CSV or XLS format, SQL server).
- g. Management system must support static reports shall have the flexibility to design custom reports specifically for use by the City of Nashua.

3. Alarms:

- a. Initial alert alarms:
 - i. Coin Collection
 - ii. Coin collection – first limit exceeded; no more coin accepted
 - iii. Paper replacement
 - iv. Coin payment and card payment operation failure
 - v. Estimated battery back-up life span will be exceeded
 - vi. Primary battery is experiencing a fault
- b. Shutdown alarms:
 - i. Second back-up battery warning
 - ii. Second back-up battery fault warning
 - iii. Out-of-paper supply alarm
 - iv. No customer receipt detection alarm
 - v. Operating system fault
- c. Operational Functions:
 - i. Door open detection
 - ii. Status/record of all file transfer activities
 - iii. Real-Time alarm to detect communication status. Alert generated by pay station and configurable by pay station.
 - iv. Service agent number
 - v. Notice of various initialization and machine setting routines

4. Local product support:

- a. Select on-street installation locations.
- b. Establish pre-delivery unit preparation standards.
- c. Train Transportation Department staff in a manner sufficient to support the pay station warranty. Please state number of hours proposed and location.
- d. Supply parts – recommend ratio of spare parts on hand to installed base of pay stations.
- e. Provide troubleshooting assistance and product support when required.

5. Technical Support:

- a. Personnel availability – 6:00AM to 8:00PM (Eastern Standard Time), Monday through Saturday.
- b. Description of personnel, assignments, level of expertise available, and define response time (support channels).
- c. Description of staff chain of command communication structure to cover absences due to vacation, sick leave, business travel, etc.
- d. Description of remote location to back-up the system and provide off-site operations.
- e. Vendor will be obligated to respond and acknowledge service requests within two business hours of receipt, and to dispatch a technician to the affected site within twenty-

four business hours of acknowledgement via email or telephone and provide estimates for problems defined as critical by the City of Nashua.

6. Technical Manuals: Proposals shall include providing operation manuals, including management software product.
 - a. All manuals shall be written in American English.
 - b. Provide at minimum five (5) complete manuals.
7. Performance standards: The City of Nashua expects the vendor to meet specifications, meet commitments in proposal, along with Terms and Conditions and acceptance testing. The City of Nashua also expects reasonable performance standards to apply to various elements of pay station operation at an individual machine level. The City will negotiate performance standards with the successful respondent for inclusion in contract prior to contract award. The proposal response shall include suggested performance elements and experienced performance standards for major pay station components and management software. Performance standards would be based on percentage of failure over a specific period of time.
8. Parking Card: The City of Nashua seeks to market and distribute a parking card or contract for services that would expand the parking program through a different offering.
 - a. Proposal shall describe ability to utilize a Parking Card.
 - b. Include samples of marking materials and other user operating information.

Innovation:

The City of Nashua values product innovation aimed at operational flexibility and developing future product service offerings to meet technological change. The City encourages this proposal to include a discussion of proposed innovative concepts.

Work performed by the City of Nashua:

City staff shall make available sufficient hours as are required to meet with the contractor and provide such information as required. The Transportation Department staff will oversee the work and provide support as needed. The following will also be the responsibility of the City of Nashua staff:

1. Online bank card authorization and settlement
2. All bank clearance and settlement charges
3. Facilitate agreements(s) to obtain access to a Parking Card proprietary mapping and key, and/or mapping to a parking card reader

Deliverables and Schedule:

Deliverables shall be considered the product themselves, plus those work products which are to be delivered such as data reports, findings, schematics, training, and meeting presentations. Deliverables and schedule for this project shall include:

1. PRODUCT: A minimum of four (4) parking pay stations delivered as stated above, to agreed-upon performance standards. Vendor must describe in the RFP when the first four (4) pay stations will be delivered, with a potential for as many as one hundred (100) pay stations over the term of the extended contract.

2. **SERVICES:** All related services, including but not limited to monthly revenue and transaction data and reports sent no later than the 5th day of the following month, and other work products on a timely basis and to agreed-upon performance standards. Within the first 45 days, routine reporting shall be developed to City specifications.

All deliverables and resulting work products from this contract will become the property of the City of Nashua.

Monitoring:

The parking pay stations system must provide real-time concurrent monitoring when appropriate by city staff of all parking pay stations via web based system. Access to all information must be password protected and impervious to alteration and tampering to ensure forensic integrity.

Signage:

Vendor will supply and advise how many signs in each location, the placement of the signs and the language that will be used. The language will be consistent at other facilities and will be industry standard.

Warranty & Service Requirements:

Vendor must warranty all parts, labor, material, equipment and such required to maintain 100% functionality of the system, duration of 5 (five) years is preferred. During this period vendor will assume full and complete responsibility for warranty repairs and/or replacement and assumes all liability and expenses associated with repairs and replacement. Vendor will outline all return/exchange procedures and associated costs.

Documentation, Testing & Training Requirements:

Vendor will complete and document all programming necessary to provide a complete turnkey system and provide this documentation at time of project acceptance testing and signoff.

Vendor will complete a full set of As-Built diagrams for all wiring & equipment and provide this documentation at time of project signoff.

Vendor will photograph all work (with the exception of unexposed wiring and conduit) and provide photographs electronically at time of project signoff.

Vendor shall provide to the City all equipment guides & documentation, registration information, and licensing information.

Vendor will organize, document and perform complete and comprehensive Acceptance Testing (including final walk-through) under oversight of the City of Nashua project team, to demonstrate and validate that solution meets the objectives of the RFP, the specifications of the products and technologies installed, and bidder's declarations and assurances as to product and quality made during the bidder selection process.

Vendor will provide formal scheduled onsite training to the City of Nashua project team in the operation of the system and any scheduled maintenance that may be required of City staff.

5. PROJECT OVERSIGHT

Bidder will identify a project manager who will provide direct supervision of the project and will be the single point of contact and accountability for the services performed. This project manager must have at least two (2) years of project oversight and related experience with installing and monitoring. This role and responsibilities may not be subcontracted to a third party at any time.

Bidder's project manager will work directly with a City of Nashua Transportation Department Manager and designee.

City of Nashua Transportation Manager: Mark A. Sousa
Work Phone: (603)821-2035
Email: sousam@nashuanh.gov

All correspondence and project documents required by the City for completion of this project shall be directed to the City of Nashua Transportation Department.

6. PROPOSAL PREPARATION AND SUBMISSION

Proposals for professional services shall be evaluated according to Nashua Revised Ordinances (NRO) Section 2-248. Contracts in excess of \$10,000 shall be approved by the Aldermanic Finance Committee before award of a contract.

Proposals must address all requirements listed. All terms and conditions are an integral part of the RFP. Any failures or exceptions taken to any part of the RFP may constitute ground for rejection of proposal. The City of Nashua may reject any or all of the proposals on any basis and without disclosure of a reason. The failure to make such a disclosure shall not result in accrual of any right, claim or cause of action by any unsuccessful bidder against the City.

Submission shall be in three complete sets (one (1) original and two (2) copies) of all materials and data, printed and bound in the format indicated. Submission must also include two (2) complete sets of all materials and data in electronic format on 2 DVD/CDs labeled with Bidder's company name, RFP number, and sequence of disks (e.g. 1 of 2, 1 of 3, etc.). Documents must be in PDF format. Each file in the electronic format sets shall be named to clearly identify content and respective portion of the RFP to which it corresponds. The paper version marked ORIGINAL shall be the governing version should there be a difference between it and any other version, paper or electronic.

Contractor Profile

All proposals shall include the following information:

1. A general profile of the responding independent contractor/firm including detailed information on services offered.
2. Address & phone numbers of all office locations and their hours of operation, clearly identifying main office and which office(s) would provide support to the City for this project, Name & Contact information for primary contact for Vendor proposal, and primary contact for project services.
3. Number of full time vendor staff including quantity of engineers & support staff.
4. Details of professional experience and training for all engineers and support staff that would be assigned to this project.
5. Subcontractors must be approved by the City before contracting with the bidder, and no substitutions will be permitted except under extraordinary circumstances and with the written consent of the City. Therefore if subcontractors are needed, include the names and addresses of those subcontractors and details of what services and activities in which they would participate.
6. A list of similar clients and projects for reference, at least three of which are in the New England region (Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, and Connecticut) with preference toward client references in New Hampshire and Massachusetts. References must include the contact person's name and title, agency, address, phone number, their role, scope of the work or volume of the product, and when the work was done.

Experience Prerequisites

All vendors will have at least five (5) years of experience in designing, configuring, installing, troubleshooting, and supporting parking pay station system.

Proposed Project Cost

Proposed pricing for this project shall be binding for 90 days from date of sealed proposal opening, or until the effective date of any resulting contract, whichever is later.

Proposals shall break down pricing response into the following components:

1. Parking Pay Station System for the Nashua Parking Department.

2. Monthly back office coverage charges.
3. Linking a compatible enforcement software/handheld solution – as an identified optional component of the solution.
4. Other recommended optional components or services, including enhanced capabilities, extended warranties and service options, etc.

Proposed Timeline

The vendor shall provide an estimated timeline (in days) from award of contract for each and every phase of the project for which they are bidding, demonstrating the ability to complete the entire project in full no later than September, 2012.

Bidder shall also clearly identify extent of operational impact to existing parking lots, garages, and on-street activities during the implementation and testing of the solution, and their strategy to mitigate impact through sequencing and planning of the time and dates of the work.

Proposal Format

The proposal shall follow the listed format when submitted.

Section 1. Cover letter and a signed copy of the RFP *and a signed copy of any published Addendums to the RFP* must be submitted as part of your proposal. All responses to RFP questions and all system requirements may be included at the appropriate spot in an edited copy of the RFP or some other labeled format.

Section 2. Experience and References supporting documentation should include references for related contracts for at least one (1) year in at least two (2) cities of equal or greater size and similar weather conditions to that of the City of Nashua. Supporting material may include information pertinent to the product or work to be performed. References must include the contact person's name and titles, agency, address, phone number, their role, scope of the work or volume of the product, and when the work was done.

Section 3. Technical Requirements – Products and Services section of the proposal.

Section 4. Project Timeline.

Section 4. Equipment & Product List. A list of (a) minimum, (b) recommended, and (c) optimal (where applicable) hardware & product required to meet the objectives of this project. Include a formalized list of information, space, environment (power, connectivity, and environmental requirements), staff, and other resources needed by the Vendor to complete this project, and the extent to which the Vendor expects the City to provide or complement such resources.

Section 5. Sample work product, which may include design documents and diagrams, project plans, RFP documents, acceptance test plans or checklists, training documents and curriculum, operational documents and user guides, etc. The City of Nashua is amenable to either signing a Non-disclosure agreement for any sample documents or receiving documents in which previous client names have been redacted.

Section 6. Pricing. The included Bid Summary Sheet must be used and the **TOTAL LUMP SUM PROPOSAL** line will be taken as the bid amount regardless of anything else in the proposal to the contrary. The only exception is that the columns on the Bid Summary Sheet will be added down and the corrected total if any shall become the **TOTAL LUMP SUM PROPOSAL**.

7. EVALUATION CRITERIA

Proposals shall be evaluated to determine the lowest qualified bid offered to the City against conformance to the following criteria. When specified in bidding documents, factors such as discounts, transportation costs and life cycle costs shall be considered in determining which bid is lowest*:

- Understanding of project objectives/outcomes and vision
- Team composition – experience and qualifications of vendor and staff assigned to project
- Product specifications & quality
- Lowest qualified bid
- References & reference site visits (if appropriate)
- Vendor presentation when requested

* All such costs, discounts, and other pricing factors **must** be included on the Bid Summary Sheet as part of the overall bid, and the pricing on the Bid Summary Sheet **will be the determining pricing** for the bidder's proposal, specifically the **TOTAL LUMP SUM PROPOSAL amount**.

RFP0168-052412
Parking Pay Station System
STATEMENT OF REFERENCES

Provide at least three (3) references (include this sheet with your proposal):

Customer Name _____
Address _____
City, State _____
Phone: _____
Contact Name _____

Description of work performed:

Customer Name _____
Address _____
City, State _____
Phone: _____
Contact Name _____

Description of work performed:

Customer Name _____
Address _____
City, State _____
Phone: _____
Contact Name _____

Description of work performed:

YOUR NAME & LOCATION: _____

PHONE: _____ **FAX:** _____

BID SUMMARY SHEET
RFP0168-052412
Parking Pay Station System

	Quantity	x	Price	=	Total
Parking Pay Station Unit price	\$		\$		\$
Pay Stations Installation Per Unit	\$		\$		\$
Monthly back office coverage charges	\$		\$		\$
Enhancements- describe on a separate page	\$		\$		\$
Ext. Warranty- describe on separate page	\$		\$		\$
Enforcement software/handheld option	\$		\$		\$
Service options - describe on a separate page	\$		\$		\$
Option 1 describe on a separate page	\$		\$		\$
Option 2 describe on a separate page	\$		\$		\$
SUBTOTAL					\$
Discounts or Other – describe on separate page	\$		\$		\$
SUBTOTAL	\$		\$		\$
BOND PREMIUMS					\$
TOTAL S					\$

TOTAL LUMP SUM PROPOSAL:

(_____ DOLLARS)

PLEASE MAKE THIS BID SUMMARY THE LAST SECTION OF YOUR PROPOSAL

SUGGESTED OR RECOMMENDED OPTIONS - INCLUDE ON SEPARATE SHEET(S)

COMPANY NAME & ADDRESS:

PHONE: _____ **FAX:** _____

 (Signature)

E-MAIL: _____

 (Typed / Printed Name & Title)

DATE: _____